

STATE OF ILLINOIS CMS VOICE MAIL

Quick Reference

Voice Mail Access Number:

312-814-4400 (Chicago)

217-524-4400 (Springfield)

Voice Mail Help Desk:

217-55R-HELP 217-55(7-4357)

Log in:

(from your phone)

dial the voice mail access number

enter your passcode

Log in:

(from another State of Illinois

Centrex telephone)

dial the voice mail access number

dial *

enter your 7 digit mailbox number

press *

enter your passcode

Log in:

(from outside the State of

Illinois offices)

dial the voice mail access number

press *

enter your 7-digit mailbox number

enter your passcode



CMS VOICE MAIL

QUICK REFERENCE

User Options:

login

press U or 8 for user options

press G or 4 to change your greeting press N or 6 to change your name press L or 5 to change a distribution list press C or 2 to change a call schedule option

press T or 8 to activate user tutorial press X or 9 to exit user options

Change passcode:

login

press U or 8 for user options

press P or 7 for new passscode (4-10 digits)

system confirms new passcode

Record Name:

login

press U or 8 for user options

press N or 6 for name

press L or 5 to listen to your name press R or 7 to record your name (press # after you speak your name) press X or 9 to exit to the main menu

Record Greeting:

login

press U or 8 for user options press G or 4 for greeting

press P or 7 to change your primary personal greeting press R or 7 to record your primary personal greeting

(press # after you have spoken your greeting)

press X or 9 to exit to the main menu

(Please note: there are others greeting choices offered in the menu, however, the primary personal greeting is the easiest to use and sounds the most professional.)



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QUICK REFERENCE

Checking Messages:

login _

press P or 7 to play

While your message is playing:

* rewinds 5 seconds
forwards 5 seconds
1 to pause for 30 seconds
T or 8 to skip to the top of the next message
T* or 8* to go back to the top of the previous
message

P to play the current message again in it's entirety

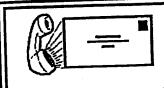
After your message is played:

press **D** or **3** to delete your message press * to retrieve a deleted message press **P** or **7** to play the next message

press K or 5 to keep your message press P or 7 to play the next message

- ** press A or 2 to answer the sender of the message record your message and press # press R or 7 to review press D or 3 to delete & re-record OR press X or 9 to send your answer
- ** press G or 4 to give the message to another user enter 7-digit mailbox number to give the message to & press the # key, OR enter additional mailbox numbers followed by the # key record your comments and press # to stop recording press R or 7 to review press D or 3 to delete & re-record OR press X or 9 to complete giving your message to another user

**(Please note, both of these features work only if the recipient has a voice mailbox on the State of Illinois Centrex.)



CMS VOICE MAIL

QUICK REFERENCE

Send a Message:

login
press M or 6 to make a message
enter 7 digit mailbox number to send message to
enter another mailbox number if necessary
press # when done entering mailbox numbers
record message and press # when done speaking
press R or 7 to review
press D or 3 to delete & re-record OR
press X or 9 to send

OR

press M or 6 to access message addressing options:

C (2) - confidential

R (7) - receipt requested

U (8) - urgent

F (3) – future delivery

X (9) - to send message

Distribution List:

login
press U or 8 for user options
press L or 5 for distribution list
enter the number of the distribution list (between 10-24)
press N or 6 to record a name for the distribution list
press A or 2 to add members; press D or 3 to drop members
enter the mailbox number of the users you wish to add or
drop

press R or 7 to review the list press X or 9 to exit to the main menu

To Use Distribution List:

follow the Send a Message directions at the top of this page, using a distribution list number in place of a mailbox number (Please note: you must add a zero in front of the distribution list number in order for this feature to work. For example list number "15" becomes list number "015" when using this feature.)